

APPLICATION OF SAFETY MANAGEMENT SYSTEMS AND STANDARDS IN UTILITY SAFETY

SDG&E's Incident Command System (ICS)


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ICS HIGHLIGHTS SDG&E's OVERALL SAFETY PROCESS

Employee and public safety are core values for San Diego Gas & Electric



Common safety elements are integral to ensuring a consistent approach to SDG&E's overall approach to safety



SDG&E's Incident Command System leverages common safety elements, is based on the National Incident Management System, and has a high impact on employee and public safety

COMMON SAFETY ELEMENTS ARE EMBEDDED IN SDG&E'S OPERATIONS

Leadership

- Executive Safety Council, Board of Directors

Risk Management

- Enterprise Risk Management

Quality Assurance

- Environmental and Safety Compliance Management Program and Inspection Processes, Internal Audits, Gas and Electric Compliance Programs

Training

- Regular safety training for all employees, Job-task training

Stakeholder Engagement

- Employee and Union Safety Committees, Behavior-based Safety processes, Safety Congress, Contractor Safety Summit
- Participation in external safety organizations and benchmarking efforts (e.g., National Safety Council, Edison Electric Institute, American Gas Association, Campbell Institute)

Operational Controls

- Operational Inspection and Maintenance Processes; Standards and Work Methods; Safety Standards/Programs/Manuals

Investigations/Root Cause Analysis

- Incident Evaluation/Investigation Processes, Internal Audit functions

Management of Change

- HR Employee Engagement Survey, NSC Safety Barometer Survey, Benchmarking

Safety Culture

- Safety is core company value, Grass Roots Culture teams, Safety Culture Assessments, Behavior-based Safety peer-to-peer observation processes, Recognition Programs, IBEW Code of Excellence program

Safety Assurance

- Safety Standard oversight and review processes, Environmental and Safety Compliance Management Program, Drug and Alcohol Misuse Prevention Program, Technology Advancements for Safety and Fire Preparedness

Documentation

- Safety Information Management System for incidents and inspections, Employee Safety Handbook, Safety Standards, Contractor Safety Program, Safety Manuals, Standard Practices

Management Review

- Comprehensive Communication Plan and Executive KPI Dashboard including Leading and Lagging Indicators, Enterprise Risk Assessment

THE NEED FOR ICS

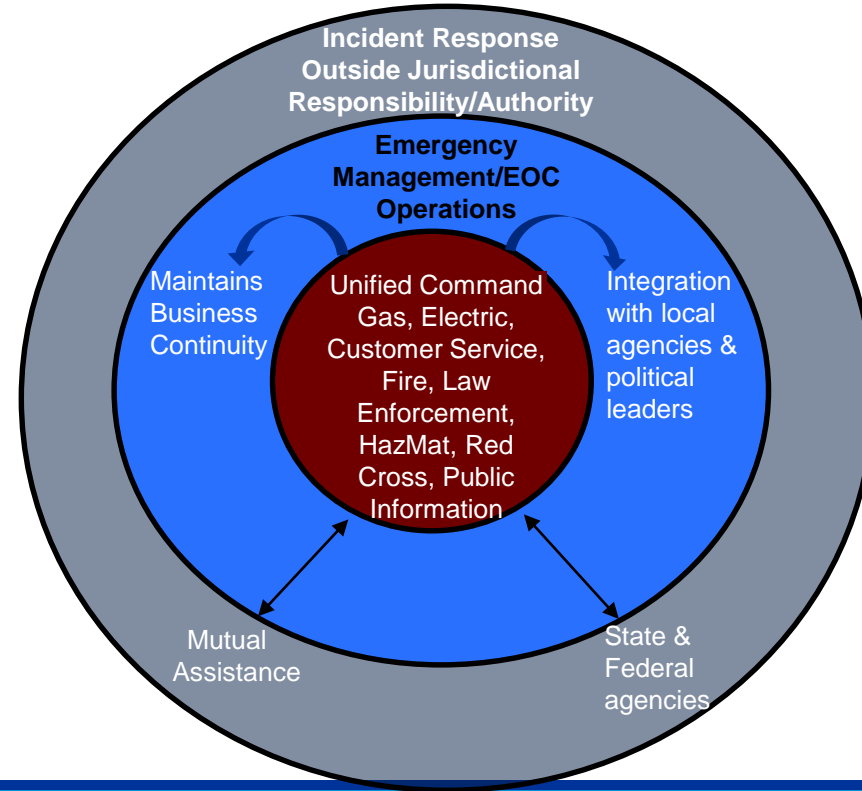
Drivers

Need for multi-agency unified command coordination
Incident complexity and increased public impacts
Increasing impacts of climate change
ICS is critical to overall readiness

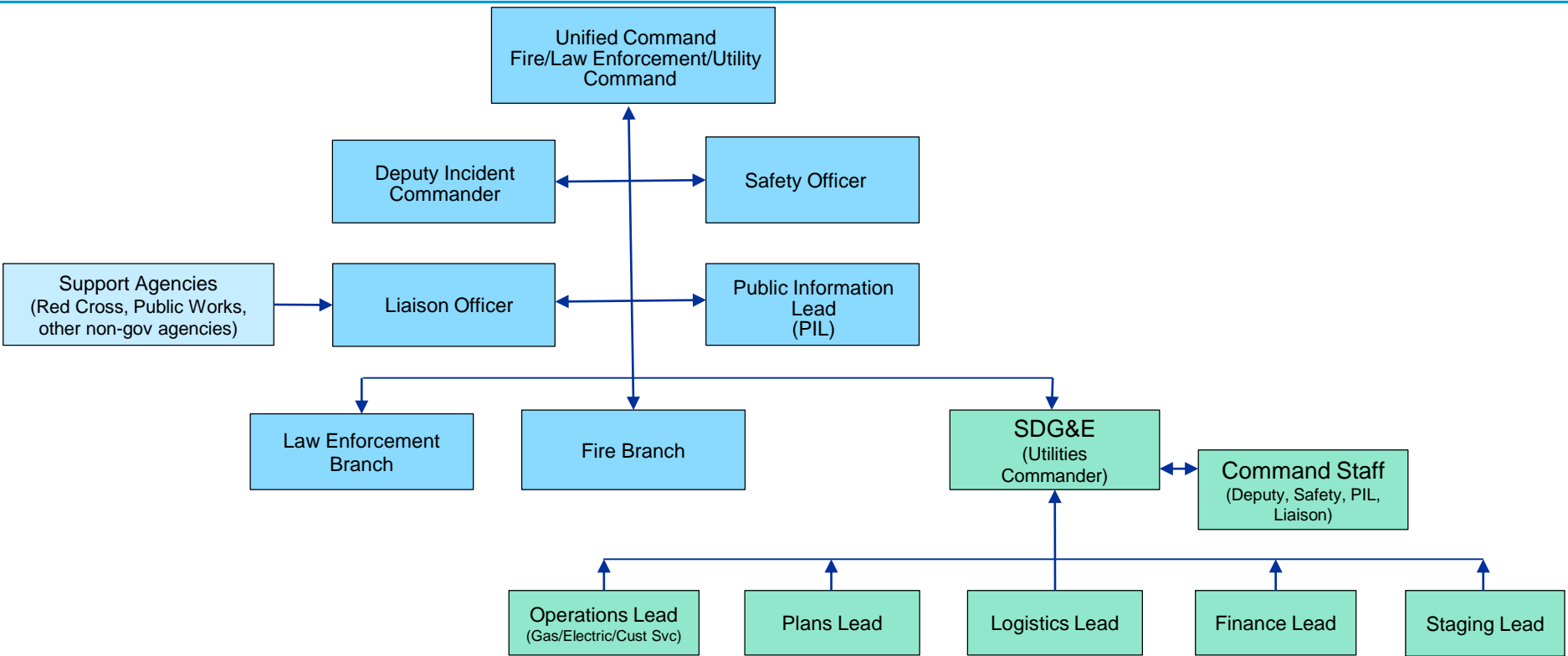
Benefits

Employee and public safety
Improved scene management
Improved communications
Consistency
Sustainability

ICS INTEGRATES ALL RESPONDING AGENCIES AND ENSURES AN ORGANIZED RESPONSE



UNIFIED INCIDENT COMMAND STRUCTURE



SDG&E's ICS PROGRAM IMPLEMENTATION

Readiness Assessment

- Review of all operating procedures
- Review of all training materials
- Current response readiness analysis

Standardization of Processes, Procedures, and Plans

- Formal ICS forms and templates
- Communications plans
- Process integration between stakeholders



Training and Implementation

- Subject matter expert engagement
- Scenario based exercises
- Culture change
- Enhancement of field equipment

Continuous Improvement

- On scene coaching
- Formal after action reviews (on scene and facilitated)
- Follow through process for actionable items

QUESTIONS?